

ABSTRACT OF THE DISCLOSURE

A system and method of managing customer relationships throughout a real estate transaction cycle over a distributed computer network. The method includes the steps of receiving and storing data relating to a plurality of customers including buyers and sellers of real estate in a computerized database. The data includes active order data
5 describing real estate related services ordered during the real estate transaction cycle, completed order data describing real estate related services completed during the real estate transaction cycle and scheduling data describing real estate related services
10 steps of updating the active order data, the completed order data and the scheduling data upon the performance of a real estate related service ordered during the real estate transaction cycle and providing customers with secure access to the computerized database to facilitate monitoring of the active order data, the completed order data and the scheduling data. 156

.StmLib1:857232.1 01/09/01